

Contaminated / (Damaged) Mutilated Canadian Bank Note(s) Claim Form

Damaged bank notes fall into one of the following categories:

Contaminated notes could be harmful to one's health or safety because they have come into contact with toxic substances (e.g., blood, mould, drugs, and unknown substances).

Mutilated notes show signs of excessive damage from fire or water, missing pieces, or other forms of deterioration. These notes are likely too damaged or brittle to be used for payment or must be specially examined to determine their value.

Form Completion Instructions

1. This claim form is for mutilated/ (damaged) or contaminated Canadian Bank Note(s) only. Coins and foreign currencies will not be accepted.
2. Each claim must be submitted using this claim form. Bank note(s) must be submitted with the completed claim form.
3. A claim may be submitted by an individual or a company/corporation.
4. Individuals completing the form must complete sections A, B, C and F. *Note that claims over \$1,000 require individuals to provide proof of identification as described in section E.*
5. Financial Institutions or armoured car courier companies may submit claims on their own behalf or on behalf of a client.
 - i. Financial Institutions or armoured car courier companies that submit claims on their own behalf are only required to complete sections B, C, D and F.
 - ii. Financial Institutions or armoured car courier companies that submit claims on behalf of a client must complete sections A, B, C, D and F. *Note that claims over \$1,000 require confirmation that proof of identification has been verified. See section E for acceptable forms of proof of identification.*
 - iii. Claims submitted by a Financial Institution should be sent on collection.
6. Other Companies or corporations that submit claims on their own behalf are required to complete sections A, B, C and F. A contact name and telephone number from the company or corporation must be provided for correspondence purposes.
7. All claims must be submitted to: Bank of Canada, Mutilated Note Service, 234 Wellington Street, Ottawa, Ontario, Canada, K1A 0G9
8. An acknowledgment letter will be sent once the claim is received at the Bank of Canada.
9. The Bank of Canada, its directors, officers, employees, or other representatives shall not be liable for any costs related to this claim or for any damage to the bank note(s) that may occur during processing.
10. Personal information is protected under the *Privacy Act*. Any questions concerning the application of, or your rights under, the *Privacy Act* may be directed to the Bank's Access to Information and Privacy Office at 1-866-478-3059 or by email at ATIP-AIPRP@bankofcanada.ca.

A. CLAIMANT DETAILS		
Company name		
Surname	Given Name(s)	Initial(s)
Address	City, Province	Postal Code
Telephone number(s) Home	Work (other)	
E mail address		
B. CONTAMINATED / (DAMAGED) MUTILATED BANK NOTE (S) SUBMITTED		
Denomination and number of bank note(s) (estimated)	Value (estimated)	BANK of CANADA USE ONLY
		Evaluated
\$1 x		
\$2 x		
\$5 x		
\$10 x		
\$20 x		
\$50 x		
\$100 x		
\$1,000 x		
Other x		
Total number of bank note(s)		
C. CONTAMINATED / (DAMAGED) MUTILATED BANK NOTE (S) DETAILS (Please use the reverse side of this form to provide additional details if required).		
Where did you acquire the bank note (s) from and how long have they been in your possession?		
Were the bank note(s) mutilated while in your possession?		
Describe in detail how the mutilation to the bank note(s) occurred.		

If the bank note(s) are contaminated, please state the nature of the contamination and how the contamination occurred.	
D. THIRD PARTY SUBMISSION (FINANCIAL INSTITUTION / ARMOURED CAR COURIER)	
Organization Name	Transit number (if applicable)
Address	City, Province Postal Code
Telephone number	
ONLY FOR CLAIMS OVER \$1,000 tick the box below confirming proof of identification has been verified. <input type="checkbox"/> Proof of Identification Verified	MAKE CHEQUE PAYABLE TO: <input type="checkbox"/> Client <input type="checkbox"/> Financial Institution
Contact Name	Signature
E. CLAIMS SUBMITTED OVER \$1,000	
The Bank of Canada requires Claimants to provide additional information including the following documentation for claims submitted over \$1,000. Note that failure to submit the supporting documentation will result in your claim being delayed and/or rejected.	
<ol style="list-style-type: none"> 1. One (1) copy of proof of identification, and 2. One (1) copy of proof of residence. 	
Acceptable forms of proof of identification and address include the following: Proof of Identification Valid Passport Valid Residence Card Valid federal, provincial or territorial Photo-Card Driving Licence Other federal, provincial, territorial or municipal Identification (Health Card is not considered a valid proof of identification)	Proof of Residence Most recent Income Tax Assessment Employment Pay Stub Utility Bill (hydro, cable, telephone, gas, etc) dated within the last 6 months Property Tax Bill Financial Institution or Credit Union Account Statement
F. TERMS AND CONDITIONS	
In submitting this form and in consideration of the processing and possible settlement of a claim for the exchange of mutilated bank notes ("the Claim") by the Bank of Canada, Claimant agrees as follows:	
<ol style="list-style-type: none"> 1. All claims sent by mail are at the Claimant's risk. The Bank of Canada is not responsible for any bank note(s) lost while in transit. 2. Claimant will provide all such information the Bank of Canada may require to process the Claim. 3. Claimant represents and warrants that information provided to the Bank of Canada is true and complete and that the Claimant is the rightful owner of the mutilated (damaged) / contaminated bank notes. 4. Claimant agrees to indemnify and hold harmless the Bank of Canada, its directors, officers, employees, and other representatives from any and all loss, damage, liability, cost, penalty or any other expense of whatever nature arising out of any act or omission directly or indirectly relating to this Claim. 5. The Bank of Canada, in its sole discretion and without prior notice, may: <ol style="list-style-type: none"> a. Decline to settle a claim for the exchange for mutilated bank notes in circumstances it considers suspicious; and b. Disclose any information provided in connection with any Claim to third parties including but not limited to, law enforcement agencies and the Financial Transactions and Reports Analysis Centre of Canada. 	
Signature of claimant	Date

For additional information please contact 1-888-513-8212 or email mutilated-mutiles@bankofcanada.ca